| DOIT MASTER AGREEMENT NUMBER: | **B-03-013** | DOIT APPROVAL DATE: | **9/19/2003** |
|---|---|---|---|

| **VENDOR NAME:** MCI WORLDCOM Communications, Inc. | **FEIN:** 47-0751768 |
|---|---|

**SERVICE/PRODUCT NAME:** Internet Access – Dial-up Services

**SERVICE/PRODUCT DESCRIPTION:**

Internet Dial Corporate is a remote IP dial access service designed for corporate customers. It provides an excellent foundation infrastructure for remote analog or ISDN access to a business intranet, extranet, or virtual private network (VPN).

**Features and Benefits of Internet Dial Corporate**

| Features | Description of Feature | Benefit to the Customer |
|---|---|---|
| **Dial access to Internet and corporate local area network (LAN)** | Provides dial-up access to the Internet. Access to the Corporate LAN is provided via an optional T1. | Low-cost access to the Internet without having to utilize corporate Internet resources. |
| **Worldwide Coverage** | Points of presence (POPs) available in countries where your customers do business. | Allows access to the Internet while traveling abroad. |
| **End User Billing (EUB) Option** | Optional service providing billing directly to end-user, sponsor reporting, and management of collections and receivables. | Flexible billing options to meet customer needs. |
| **V.90 and ISDN support** | Fast 56 Kbps and ISDN dial-up. | A variety of dialing options and speeds. |
| **Filtering option** | Restricts a user's access to the corporate LAN or selected Internet sites. | Can choose to add route filtering to restrict end-user access to approved networks. |
| **Enterprise Service Manager (ESM)** | Web-based customer admin/end-user interface. (Optional Radius Proxy). | Provides end-user administration 24x7. |
| **PAL and/or Access Manager Client Software** | Up-to-date directory of phone numbers; user-friendly interface makes roaming easy. | Convenient dialing software that automatically maintains a current list of access numbers. Access Manager utilizes ESM to push policy and software updates to users. |
| **Standard SLA** | Internet Dial Corporate includes a six-point SLA. | Provides guaranteed service metrics for mission-critical applications and solutions. |

**Optional features:**

- 800# for Toll Free Access
- Named Filters – provides destination management
- Additional Network Access Identifier (NAI)
- Layer 2 Tunneling Protocol (L2TP)
- Roaming – if traveling outside of home country, does not apply to Canada, U. S. Virgin Islands, Hawaii, Alaska, contiguous U.S. or Puerto Rico for North American users
- End User Support Services
- Gold SLAs

## SERVICE LEVELS:

SLAs for Internet Dial Corporate on the MCI DAN are:

| Features | Internet Dial Corporate (DAN) |
|---|---|
| Accessibility | 95%<br>93% for Extended DAN |
| Login Success Rate | 90%<br>80% for Extended DAN |
| Throughput | 100% of modem connect speed<br>100% for Extended DAN |
| Modem Connect Speed | 42K – V.90 modems |
| Latency | 55 ms – U.S. and Europe<br>95 ms – NY to London |
| Packet Delivery | 99.5% – North America, Europe, and Transatlantic |
| Remedies | One-day credit of remote access charges net of discount |

## SERVICE AVAILABILITY/LIMITATIONS:

Service is available from any analog or ISDN line. Access is provided through the more than 4,500 MCI POPs around the world. Access to the local POP is provided through the Access Manager or PAL client software or can be located at: http://global.mci.com/us/enterprise/internet/pops/.  In the event that a local dialing number is not available access is available through a toll free 800#.

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SERVICE NAME: **Internet Acces - Dial-up Services**

| Activity (Add, Delete, Change) | Date of Vendor Request | Date Approved By DOIT | Item | Item Code | Description of Service/Equipment | Unit | Initial Conversion: Non-Recurring Unit Cost | Post-Conversion: Non-Recurring Unit Cost | Recurring Monthly Charge |
|---|---|---|---|---|---|---|---|---|---|
| Add | 09/17/03 | 09/19/03 | 1 | | Corporate Dial Flat Rate Plan (150 hours per month per user, billed based on the peak number of users per month) | ea | $0.00 | $0.00 | $ 17.60 |
| Add | 09/17/03 | 09/19/03 | 2 | | Overage (per hour) | ea | $0.00 | $0.00 | $ 1.50 |
| Add | 09/17/03 | 09/19/03 | 3 | | Flat Rate Plan Toll Free Access Surchage (per hour) | ea | $0.00 | $0.00 | $ 3.43 |
| Add | 09/17/03 | 09/19/03 | 4 | | Corporate Dial Usage Plan (per hour) | ea | $0.00 | $0.00 | $ 1.37 |
| Add | 09/17/03 | 09/19/03 | 5 | | Internet Dial Office ISDN | ea | $0.00 | $0.00 | $ 146.02 |
| Add | 09/17/03 | 09/19/03 | 6 | | Named Filter | ea | $0.00 | $0.00 | $ 1,000.00 |
| Add | 09/17/03 | 09/19/03 | 7 | | Additional Network Access Identifier (NAI) | ea | $1,000.00 | $0.00 | $0.00 |
| Add | 09/17/03 | 09/19/03 | 8 | | Roaming Charges for all countries unless noted below (per hour) | ea | $0.00 | $0.00 | $ 2.00 |
| Add | 09/17/03 | 09/19/03 | 9 | | Roaming Charges - Czech Republic, Greece (per hour) | ea | $0.00 | $0.00 | $ 4.00 |
| Add | 09/17/03 | 09/19/03 | 10 | | Roaming Charges - Argentina, Brazil, Indonesia, Malaysia, South Africa, Taiwan, Thailand (per hour) | ea | $0.00 | $0.00 | $ 6.00 |
| Add | 09/17/03 | 09/19/03 | 11 | | Roaming Charges - Supplemental 3rd Party POPs (per hour) | ea | $0.00 | $0.00 | $ 10.00 |